

Message

From: Surren Dookhan [REDACTED]
Sent: 6/12/2006 4:12:42 PM
To: [REDACTED] Khan, Annie (DPH) [Annie.Khan@state.ma.us]
Subject: FW: Vonage 911 Dialing Activated

>From: Vonage Customer Care <customercare@vonage.com>
>To: Surren Dookhan <[REDACTED]>
>Subject: Vonage 911 Dialing Activated
>Date: Mon, 12 Jun 2006 16:09:32 +0000 (GMT)
>
>Account Name: Surren Dookhan
>Account Number: [REDACTED]
>Vonage Telephone Number: [REDACTED]
>
>Dear Surren Dookhan,
>
>We have completed 911 Dialing activation for your Vonage line
>1-(508)-613-2231.
>
>Now when you dial 911, Vonage will route your call to a general number at
>your nearest emergency response center, based on the address below:
>[REDACTED]
>
>If this address is incorrect, simply click on the following link to login
>to your web account <https://secure.vonage.com/vonage-web/features/index.htm>
>and edit your information from the 911 Dialing feature box.
>
>Please note if you move your device you must reactivate 911 Dialing with
>your new address. If you add a line to your account you will need to
>activate 911 Dialing for that line as well.
>
>For WiFi phone and/or SoftPhone subscribers - Because you will change
>locations as you use your portable device, it is not compatible with E911
>or Basic 911. However, if you dial 911 from your portable VoIP phone, your
>call will be routed to the Vonage emergency call center. A trained agent
>will answer your call and contact an emergency center near you to dispatch
>help. You must provide your location and call back information to the
>answering agent and the local personnel they contact. Please be assured
>that using a Vonage WiFi phone does not affect 911 Dialing with your other
>Vonage lines.
>
>If you would like more information about Vonage's 911 Dialing services,
>please visit <http://www.vonage.com/911>. If you have any questions please
>reply to this email, or call us Toll Free at: 1-VONAGE-HELP
>(1-866-243-4357), 24 hours a day, 7 days a week.
>
>We appreciate your business.
>
>
>If you have any questions now or in the future Vonage Customer Care is
>eager to assist you 24 hours a day, 7 days a week. Please visit our help
>center at http://www.vonage.com/help.php?lid=nav_help or send us an email
>from our Contact Us page at
>http://www.vonage.com/help_contactUs.php?lid=footer_contact. You can also
>call us Toll Free at: 1-VONAGE-HELP (1-866-243-4357).
>
>Sincerely,
>
>Vonage Customer Care